Quickstart Guide

Polycom 300 Series

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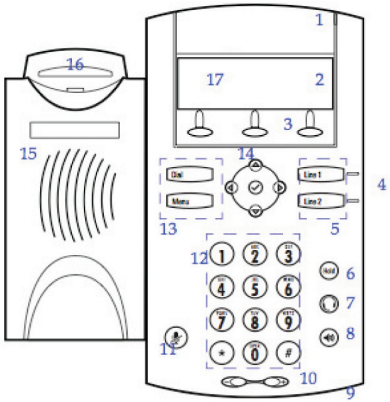

1. Message Waiting Indicator
2. Line Icons
3. Soft Keys
4. Line Indicators
5. Line Keys
6. Hold
7. Headset
8. Speakerphone
9. Hands-free Microphone
10. Volume Keys
11. Microphone Mute
12. Dial Pad
13. Feature Keys
14. Display Control Keys
15. Speaker
16. Hook switch
17. Graphic Display

Basic Phone Features

Place a call:

Use any of the following approaches to place a call:

- Dial the number then lift the handset
- Press the **Line** button, then dial
- Press the **Speaker** button, then dial
- Press the **NewCall** softkey, then dial
- If you are using a headset, press the **Headset** button, then dial
- If you have selected a number from a directory, press the **Dial** softkey

Answer a call:

- Lift the handset
- If you are using a headset, press the **Headset** button
- To use the speakerphone, press the **Speaker** button
- Press the **Line 1** or **Line 2** button
- Press the **Answer** softkey

End a call:

- Hang up the handset
- If you are using a headset, press the **Headset** button or the **EndCall** softkey
- If you are using the speakerphone, press the **Speaker** button or the **EndCall** softkey

Basic Phone Features

Mute a call:

Press the **Mute** button. To disengage mute, press **Mute** again.
Note: The **Mute** symbol will show on the display screen when it is engaged.

Redial a number:

To redial the most recently dialed numbers press the **Dial** button to show the numbers on the display screen, then press **Dial** again to initiate the call.
Note: You can scroll up and down through the list of recently dialed numbers, then press **Dial** to initiate the call.

View missed calls:

If your phone display says new missed call press the **Callers** softkey to see the list of missed calls.

Dial from a directory menu:

- Press **Menu** to open the main menu
- Press **1** to access the **Features** list
- Press **5** to access the **Call Lists**
- View received calls by pressing **1**, view placed calls by pressing **2**
- To dial any of these numbers from the menu press **Dial**

Basic Phone Features

Calling a Contact:

- In the Home screen, press the **Contacts** soft key
- Navigate to the contact you want to call
- Press the **Call** button

Managing a Contact:

- Press **Menu**. Select **Features** › **Contact Directory**
  - Save
  - Dial
  - Delete
  - Edit
  - Search

Place call on hold:

- To place a call on hold, press the Hold button while on a call or **Hold** soft key. The hold icon will display on the line key label. Press **Hold** again or the **Resume** soft key to retrieve the call

Conference Calls

Place a conference call:

- During a call press the **Conf** softkey to open a new line and put the first party on hold
- Enter the number of the next party
- When the call connects, press **Join** to add the new party to the call

Transferring Calls

Transferring a call:

- You can transfer calls in two ways:
- **Blind Transfer** - Transfer a call to another party without waiting for the other party to answer
- **Consultative Transfer** - Transfer a call to another party after speaking to the other person

To perform a blind transfer:

- During a call, press the **Trans** soft key. This puts the call on hold
- Press the **Blind** soft key to enable blind transfer
- Dial the number to which you want to transfer the call
- If the transfer fails, press the **Resume** soft key to return to the original call

To perform an consultative transfer:

- During a call, press the **Trans** softkey. This puts the call on hold
- Dial the number to which you want to transfer the call. When the party answers press **Trans** to send the original call. If the transfer fails, press the **Resume** softkey to return to the original call

Place call on hold:

- Press the **Hold** softkey
- To return to the call press the **Resume** softkey

Volume Sound & Ringtones

Adjust the Ringer Volume:

Press the **+** or **–** Volume buttons while the handset is in its cradle.

Adjust the Handset, Speaker or Headset Volume:

During the call press the + or – Volume buttons.

Call Forward Options

Forward calls to another number:

- Dial ***72** then enter the number of the destination
- To disable, dial ***73**

Forward calls, when busy, to another number:

- Dial ***90** then enter the number of the destination
- To disable, dial ***91**

Forward unanswered calls to another number:

- Dial ***92** then enter the number of the destination
- To disable, dial ***93**

Note: You will be notified by the voice prompt when each function has completed successfully. If you have previously entered a destination phone number for that call forward type, you do not need to re-enter it each time the call forward option is enabled.

VoiceMail

Setting up Voicemail:

- Access the voice portal by pressing **Menu**, Press **1** for **Features**, Press **1** for **Messages**, Press **1** for **Message Centre**
- Enter the default password: 0000# or 1234#
- Change the password to your personal four digit password and then confirm
- Record your name

Customise Greetings:

- Access the voice portal by pressing **Menu**, Press **1** for **Features**, Press **1** for **Messages**, Press **1** for **Message Centre**
- Enter your four digit password
- Press **1** to access your Voicemail Box
    - Press **3** to change the 'No Answer' greeting
    - Press **1** to record a new 'No Answer' greeting
    - Press **2** to change the 'Busy' greeting
    - Press **1** to record a new 'Busy' greeting

Remote Access to your Voicemail:

- Dial your personal number
- When you hear your mailbox greeting being played press *****
- Enter your four digit password
- Press **1** to access your **Voicemail Box**
- Press **1** to listen to your messages
- Press **#** to save the message, **7** to delete or **2** to repeat.

Speed Dial

Adding a Speed Dial Number:

- Press **Directories** soft key
- Select **Contact Directory** and press **Select** soft key,
- Press **Add** soft key, enter details (First name, last name, Contact = number, label = number / name to display on screen)
- Press **Save** soft key

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